



2016-17 ADMINISTRATIVE UNIT PROGRAM REVIEW
UNIT: Teaching and Learning Center

*****Completed Program Reviews Are Due to Carolyn Scott by 12 pm on Friday, December 2, 2016.*****

STATEMENT OF PURPOSE:

- Review and reflect on the support of student learning, with the goal of assessment and improvement of program effectiveness
- Provide a forum for each unit's findings to be included in institutional planning processes
- Create written records of what is working well, what can be improved, and specific plans for implementing chosen improvements
- Collect information that will contribute to institutional assessment and improvement

INSTRUCTIONS: This program review covers the timeframe fall 2015 and spring 2016, inclusive. The planning is identified for spring 2017 and academic year 2017-2018.

I. MISSION

A. State the current program mission

The mission of the Teaching and Learning Center is to inspire and enable faculty to enhance teaching and learning through the effective use of instructional technologies. Providing quality resources and focused training and support, the TLC is the hub of the college's professional development activities that contribute to the pedagogical and technical knowledge of LPC faculty, staff, and administrators. The TLC also provides leadership, coordination, and management of the college's web site, Student Learning Outcomes online system, and Distance Education efforts. Ultimately, TLC work will result in student-centered courses and web pages that allow all students, including those with disabilities, to reach their educational goals.

--

B. The mission of Las Positas College is,

Las Positas College is an inclusive, student-centered institution providing learning opportunities and support for completion of transfer, degree, basic skills, career-technical, and retraining goals.

Discuss how the program/service area supports the college mission.

The learning opportunities provided to faculty and staff through instructional technology workshops and appointments all have the same goal: to enhance teaching and learning to the benefit of students.

When instructors are trained to design Distance Education courses, they are taught how to make them student-centered and how to meet the learning styles of all students, including those with disabilities. This inclusiveness, coupled with support received by faculty, results in quality instruction that helps students in degree, career-technical, and transfer program reach their goals. Since Distance Education can reach a variety of students who might not be otherwise able to come to campus, it is inclusive by nature.

An important aspect of the LPC web site is to provide accurate and complete information to ensure that students are on the correct path to reaching their goals.

When SLO data emanating from the online system are analyzed by faculty, the results is improved teaching and learning, which also helps students reach their goals.

C. List the major functions/duties of your unit.

1. Provide pedagogical and technical training and support to faculty integrating technology into their curricula, designing hybrid courses, and designing online courses.

2. Lead the Distance Education efforts in addressing and solving issues relating to all aspects of DE, including curriculum, strategic planning, policies and procedures, scheduling and writing reports.

3. Coordinate the delivery of all web-enhanced, hybrid and online courses.

4. Administer the college course management system to ensure continuous, optimal efficiency of courses.
5. Train and support faculty and staff on how to make their web content accessible to all students, particularly those with disabilities.
6. Administer the college web site, and train and support users contributing to it.
7. Administer the college Student Learning Outcomes online system, train and support its users.

II. GOALS AND OBJECTIVES

A. Since the last Administrative Unit Program Review, what objectives, initiatives, or plans have been achieved and how?

<p>1. Began the transition from Blackboard to Canvas. Worked with ITS, Academic Senate, Faculty Union, Canvas, etc., to set up the CMS, training, and support.</p> <p>2. Began the transition to the Online Education Initiative. Worked with the OEI to set up quizzes for all student readiness modules. Student Services has purchased Cranium Café and NetTutor to increase online counseling and tutoring, respectively.</p> <p>3. Transitioned to the upgraded version of eLumen. Worked with eLumen and District ITS to get the system up and running. Trained users.</p> <p>4. Received approval of the 2016 Substantive Change Proposal. Worked with several entities around campus to get proposal done.</p>
--

B. Major Goals and Objectives for Spring 2017 and AY 2017-18.

Major Goals and/or Objectives	Start Date	Status: Ongoing, date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	EMP Goals or Planning Priorities linked to this Goal/Objective

1. Implement a web content management system	January 2017	May 2018	Yes	<p>EMP: Ensure excellence in student learning by strengthening fiscal stability, providing appropriate staffing levels, meeting evolving technology needs, and expanding or updating facilities.</p> <p>PP: Establish regular and ongoing processes to implement best practices to meet ACCJC standards.</p>
2. Continue the transition from Blackboard to Canvas	January 2017	May 2018	Yes	EMP: Ensure excellence in student learning by providing quality teaching, learning support, and student support services.

3. Continue the transition to the Online Education Initiative	January 2017	May 2018	Yes	<p>EMP: Ensure excellence in student learning by providing quality teaching, learning support, and student support services.</p> <p>PP: Expand tutoring services to meet demand and support student success in Basic Skills, CTE, and Transfer courses.</p>
---	--------------	----------	-----	---

III. PROGRAM ASSESSMENT/ADMINISTRATIVE UNIT OUTCOMES

A. Program Assessments for spring 2016 and fall 2016, (please include the results of the fall 2016 Administrative Offices User Survey).

Administrative Unit Outcome that was Assessed	What assessment methods did you use?	What result did you get?	How will you use the results of the assessment?	Educational Master Plan Goals or Planning
---	--------------------------------------	--------------------------	---	---

				Priorities Linked to AUOs
The TLC will effectively train and support those who use its services.	Fall 2016 Administrative Offices User Survey	94% were either satisfied or very satisfied with overall services. 94% were also satisfied or very satisfied with the timeliness of services.	It is anticipated that those numbers will decrease, with the loss of a full-time support employee in the unit. The remaining employees will continue to work diligently to keep the numbers as high as possible.	EMP: Ensure excellence in student learning by providing quality teaching, learning support, and student support services.
The TLC will produce data reports communicating the SLO status of the college.	Produced the reports	The reports	1. Complete the annual ACCJC report. 2. Faculty will be made aware of the results, which will, hopefully, lead to increased compliance of assessments.	PP: Establish regular and ongoing processes to implement best practices to meet ACCJC standards.

B. Program Assessment Planning for fall 2016 and AY 2017-18

Administrative Unit Outcome to be Assessed	What assessment methods do you plan to use?	When will assessment be conducted and reviewed?	What result, target, or value will represent success at achieving this outcome?	How do you anticipate using the results from the assessment?	Educational Master Plan Goals or Planning Priorities Linked to AUOs
The TLC will effectively train and support those who use its services.	Administrative Offices User Survey	Fall 2017	80% satisfaction	Make changes in order to increase satisfaction.	EMP: Ensure excellence in student learning by providing quality teaching,

					learning support, and student support services.
The TLC will ensure that contributors are comfortable using the new web content management system.	Employee satisfaction survey	Spring 2018	80% satisfaction	Increase training and support	<p>EMP: Ensure excellence in student learning by strengthening fiscal stability, providing appropriate staffing levels, meeting evolving technology needs, and expanding or updating facilities.</p> <p>Ensure excellence in student learning by improving organizational processes and fostering professional development.</p>

IV. STAFFING

A. Staff Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2012	2013	2014	2015	2016	2017-2018	2018-2019
Administration							
Supervisory (Confidential)	1	1	1	1	1	1	1
Classified Staff FT	1	1	1	2	1.25	1	2
Classified Staff PT						1	
Confidential Staff FT							
Total Full Time Equivalent Staff	2	2	2	3	2.25	2.5	3

B. Staffing Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)

List Staff Positions Needed for Academic Year <u>2017-18 and 2018-19</u> Place titles on list in order (rank) or importance.	Indicate (N) = New or (R) = Replacement	Estimated Annual Total Cost	EMP Goals or Planning Priorities

			Linked to Position
--	--	--	-------------------------------

<p>1. Instructional Technology Specialist – part-time for 2017-18</p> <p><u>Reason:</u></p> <p>During the transition to Canvas, need someone to handle all of the Blackboard support needs. Support needs for Canvas will be mitigated somewhat by the college’s purchase of 24x7 Canvas help. This person should also handle all video production and web accessibility needs, which are two areas the college is currently lacking.</p>	<p>R</p>	<p>\$35,000</p>	<p>EMP: Ensure excellence in student learning by strengthening fiscal stability, providing appropriate staffing levels, meeting evolving technology needs, and expanding or updating facilities.</p> <p>Ensure excellence in student learning by providing quality teaching, learning support, and student support services.</p>
--	-----------------	-----------------	--

			PP: Establish regular and ongoing processes to implement best practices to meet ACCJC standards.
<p>2. Instructional Technology Specialist – full-time for 2018-19</p> <p><u>Reason:</u></p> <p>The college’s 24x7 support license with Canvas expires at the end of Spring 2018, which corresponds to the full-time move to Canvas. Support needs are anticipated to grow significantly by then. This person should also handle all video production and web accessibility needs, which are two areas the college is currently lacking.</p>	R	\$70,000	<p>EMP: Ensure excellence in student learning by strengthening fiscal stability, providing appropriate staffing levels, meeting evolving technology needs, and expanding or updating facilities.</p> <p>Ensure excellence in student</p>

			<p>learning by providing quality teaching, learning support, and student support services.</p> <p>PP: Establish regular and ongoing processes to implement best practices to meet ACCJC standards.</p>
<p>3.</p> <p><u>Reason:</u></p>			
<p>4.</p> <p><u>Reason:</u></p>			
<p>5.</p> <p><u>Reason:</u></p>			
<p>6.</p>			

<u>Reason:</u>			
----------------	--	--	--

V. FACILITIES

A. Facilities Needs

FACILITIES NEEDS

List the Facilities Need and the Reason	EMP Goals or Planning Priorities Linked to Position
<p>1. Multimedia studio</p> <p><u>Reason:</u> With more instructional materials for students placed online, faculty need a place to create, and process, multimedia content. They also need a venue in which support will be provided.</p>	<p>EMP: Ensure excellence in student learning by providing quality teaching, learning support, and student support services.</p>
<p>2.</p> <p><u>Reason:</u></p>	
<p>3.</p> <p><u>Reason:</u></p>	

4. <u>Reason:</u>	
5. <u>Reason:</u>	
6. <u>Reason:</u>	

VI. TECHNOLOGY AND EQUIPMENT

A. Technology and Equipment Needs

TECHNOLOGY AND EQUIPMENT NEEDS

<p>List the Technology and Equipment Needs Place titles on list in order (rank) or importance.</p>	<p>Indicate (N) = New or (R) = Replacement</p>	<p>Estimated Annual Total Cost of Ownership</p>	<p>EMP Goals or Planning Priorities Linked to Position</p>
---	---	--	---

<p>1. iPad</p> <p><u>Reason:</u> Need to test responsiveness of the LPC web site, and need to test functions and tools in Canvas' mobile apps.</p>	<p>R</p>	<p>\$500</p>	<p>EMP: Ensure excellence in student learning by providing quality teaching, learning support, and student support services.</p>
<p>2. Android tablet</p> <p><u>Reason:</u> Need to test responsiveness of the LPC web site, and need to test functions and tools in Canvas' mobile apps.</p>	<p>N</p>	<p>\$400</p>	<p>EMP: Ensure excellence in student learning by providing quality teaching, learning support, and student</p>

			support services.
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

VII. PROFESSIONAL DEVELOPMENT

Professional Development Needs

<p>List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>	Annual TC			EMP Goals or Planning Priorities Linked to Position
	Cost per item	Number Requested	Total Cost	

<p>1. Update Canvas technical and pedagogical skills</p> <p><u>Reason:</u> In order to administer Canvas, then be able to train and support faculty and students, training is critical.</p>	<p>Online Teaching Conference = \$1,200</p>	<p>1</p>	<p>\$1,200</p>	<p>EMP: Ensure excellence in student learning by strengthening fiscal stability, providing appropriate staffing levels, meeting evolving technology needs, and expanding or updating facilities.</p> <p>Ensure excellence in student learning by providing quality teaching, learning support, and student support services.</p>
--	---	----------	----------------	--

				PP: Establish regular and ongoing processes to implement best practices to meet ACCJC standards.
<p>2. eLumen system admin and faculty training</p> <p><u>Reason:</u> In order to administer eLumen, then be able to train and support faculty, training is critical.</p>	Free with license	1	\$0	<p>EMP: Ensure excellence in student learning by strengthening fiscal stability, providing appropriate staffing levels, meeting evolving technology needs, and expanding or updating facilities.</p> <p>Ensure excellence in student</p>

				<p>learning by providing quality teaching, learning support, and student support services.</p> <p>PP: Establish regular and ongoing processes to implement best practices to meet ACCJC standards.</p>
<p>3. Web content management system admin training</p> <p><u>Reason:</u> In order to administer the web content management system, then be able to train and support faculty, training is critical.</p>	<p>Users conference = \$1,600</p>	<p>1</p>	<p>\$1,600</p>	<p>EMP: Ensure excellence in student learning by strengthening fiscal stability, providing appropriate staffing levels, meeting</p>

				<p>evolving technology needs, and expanding or updating facilities.</p> <p>PP: Establish regular and ongoing processes to implement best practices to meet ACCJC standards.</p>
<p>4.</p> <p><u>Reason:</u></p>				
<p>5.</p> <p><u>Reason:</u></p>				
<p>6.</p> <p><u>Reason:</u></p>				